



## **Division of Human Resources**

### **Frequently Asked Questions for an Applicant**

**1. What does status “pending” mean when you submit an electronic application?**

If your application status states “pending” that means the recruitment is still ongoing. If you do not hear from the Hiring Supervisor within 30 days from the final filling date we suggest reaching out to check on the status of your application. The Hiring Supervisor can be located by contacting the Hiring Unit Contact which can be found on the job advertisement.

**2. Am I able to upload my resume and/or cover letter in my CalCareer account?**

Yes, you have the option to upload your resume and cover letter, as well as other necessary documents.

**3. Can I mail in my application?**

We recommend uploading your application to your CalCareer account and applying electronically, but you also have the option of mailing your application to the Caltrans Division of Human Resources or hand delivering it the Caltrans Division of Human Resources.

**4. How many vacancies can I apply for?**

There is no limit to the number of vacancies you can apply for. If you feel you are qualified for the position, we suggest you apply.

**5. I never receive an interview, what am I doing wrong?**

It is very important to be thorough and specific on your state application. Make sure to list all your education, experience, training and licenses and include all requested documents (Statement of Qualifications, Resume, Degree, etc.). Remember to list, in detail, the typical tasks you perform in all your jobs. When in doubt include more information so we have a full idea of the duties you performed in each job capacity.

**6. I withdrew my application and am trying to reapply but CalHR gives me an error. Can I still apply if I’m interested in the position?**

Yes, you may still apply however, you must either hand deliver your application or send it through the mail.



**7. How do I add the job control (JC) and PARF number to my application template?**

You can add this information by accessing application template, click edit template. Add the JC and PARF number into the section labeled "Examination(s) or Job Titles For Which You Are Applying:" then hit save template.

**8. How long does the recruitment process take?**

Advertisements run for a minimum of ten business days. If you do not hear from the Hiring Supervisor within 30 days from the final filing date we suggest reaching out to them regarding the status of your application. A recruitment takes an average of 2-4 months.

**9. I uploaded my application but when I review my submission it appears blank. How do I ensure the hiring supervisor receives my completed application?**

There are times that the system glitches, in this instance it is best to mail in or hand deliver your completed application. You may contact the CalCareer Unit at CalHR if you experience technical difficulties, they can be reach by phone at 866-844-8671 or email [CalCareer@calhr.ca.gov](mailto:CalCareer@calhr.ca.gov).

**10. How do I determine the basis of my eligibility?**

If you have taken the exam and were successful you would be considered list eligible. Lateral transfer is reserved for those candidates already in the classification. Reinstatement is for former state employees who are interested in returning back to their original classification and SROA/Surplus candidates are those who have received notification from CalHR placing them on a re-employment or SROA list.

**11. I used to work for Caltrans as TE Civil and would like to come back. How do I do that?**

If you would like to reinstate to Caltrans please look for TE Civil vacancies at [www.jobs.ca.gov](http://www.jobs.ca.gov) and apply. List on your State application that you are a reinstatement. You do not need to take the TE Civil examination. For additional information on reinstating to State service please visit: <https://www.jobs.ca.gov/CalHrPublic/GeneralInfo/Reinstatement.aspx>